

STRONG + body mind

MEMBER NEWSLETTER
// SPRING 2021



DENVER HEALTH
MEDICAL PLAN INC.





THE BENEFITS OF A PLANT-BASED DIET

One of the best ways you can improve your overall health is by eating more of a plant-based diet. But that doesn't mean limiting yourself to just fruits and vegetables — plant-based foods include any food from plants, such as nuts, seeds, legumes, beans, oils and whole grains. These types of foods are natural, minimally processed and loaded with protein, fiber, healthy fats, vitamins and minerals.

According to scientific studies, plant foods offer many health benefits:

- » Reduced risk of chronic diseases, such as heart disease, diabetes and cancer
- » Better cognitive and physical function
- » Reduced inflammation

- » Improved weight management
- » Increased longevity

WORKING PLANT-BASED FOODS INTO YOUR DIET

There's no need to become vegan, vegetarian or completely give up the foods you love. The key is moderation. Start by slowly adding more plant-based foods into your meals, and before you know it, eating this way will come naturally. Here are a few tips to help as you get started:

- » Fill at least half of your plate with vegetables in a variety of colors.
- » Make salad the entrée with plenty of leafy greens and other veggies; add black beans, lentils or tofu for extra protein.
- » Prepare a vegetarian meal at least once a week.
- » Eat meat less often, and when you do, eat smaller servings of it.
- » Choose healthy fats, like extra virgin olive oil, grass-fed butter and avocados.
- » Eat plenty of whole grains, such as oatmeal, buckwheat, nuts and seeds.
- » Replace regular rice and pasta with

If you need any of the information in this newsletter in Spanish, please call Health Plan Services at 303-602-2100 for DHMP or CHP+, 303-602-2090 for Elevate Exchange, 303-602-2116 for Medicaid Choice or 303-602-2111 for Medicare Advantage.

Si necesita en español alguna parte de la información contenida en este boletín, llame a Servicios del Plan de Salud al 303-602-2100 para DHMP o CHP+, 303-602-2090 para Elevate Exchange, 303-602-2116 para Medicaid Choice o al 303-602-2111 para Medicare Advantage.



cauliflower rice and veggie noodles.

- » Satisfy your sweet tooth with a crisp apple, juicy peach or fresh blueberries.

WHAT ABOUT PLANT-BASED MEAT ALTERNATIVES?

While plant-based meat alternatives, like veggie and tofu burgers, may seem like healthy replacements for meat, that's not quite the case. The heavy processing involved in making them actually removes many of their nutrients. Meaning, these types of foods are high in sodium, sugar, hydrogenated oils, calories and fat. That being said, if you really don't want to give up plant-based meat alternatives, it's still okay to eat them on occasion.

ENVIRONMENTAL IMPACT

Adopting a plant-based diet isn't just healthy for us, it's great for the environment too. The fact is, the animal-based agriculture industry uses up large quantities of water and emits unhealthy amounts of carbon emissions and waste byproducts that end up in our oceans. By simply cutting out meat and dairy products for even a couple of days a week, you can help save the earth's water supply, reduce pollution and keep untouched habitats from being used for crop production or the animals themselves.

PLANT-FOOD RECIPE IDEAS

As you begin to incorporate plant-based foods into your diet, experiment with ingredients you've never tried before and

use your imagination. Here are just a few plant-based dishes that come together in just a few minutes:

- » Steel-cut oats topped with blueberries, walnuts and a dash of cinnamon
- » Spinach, tomato and swiss omelet topped with sliced avocado (cook in grass-fed ghee for an extra savory taste)
- » Greek salad with mixed greens, tomatoes, Kalamata olives, crumbled feta, fresh parsley and balsamic vinaigrette
- » Veggie kabobs made with grilled tofu, peppers and onions
- » Zucchini noodles tossed with broccoli, tomatoes, mushrooms and garlic
- » Fresh strawberries dipped in organic dark chocolate

After eating a plant-based diet for just a week or two, you'll start feeling more energized, healthier and happier.

Sources:

- <https://www.health.harvard.edu/blog/what-is-a-plant-based-diet-and-why-should-you-try-it-2018092614760>
- https://www.forksoverknives.com/how-to/plant-based-primer-beginners-guide-starting-plant-based-diet/?gclid=Cj0KCQiAjKqABhDLARIsABbJrGmB5oBN4ZpxlqlqMEIYcVW_5nlgeydFhmuYFNvYG-pGoc-B83m6r7QaAkAjEALw_wcB
- <https://www.onegreenplanet.org/natural-health/are-plant-based-meat-alternatives-healthy/>
- <https://www.sustain.ucla.edu/our-initiatives/food-systems/the-case-for-plant-based/>

Getting **vaccinated against COVID-19** is the best way to protect **yourself and others.**

When you are eligible, you may get your COVID-19 vaccine at Denver Health or another provider at no cost to you.

At Denver Health:

A notification will be sent to you via MyChart (DH's online patient portal) when you're eligible to schedule your vaccination at Denver Health. If you don't have a MyChart account, you can call 303-436-7000 to schedule your appointment or visit denverhealth.org/covidvaccine to learn more.

Outside of Denver Health:

If your provider has an online patient portal, be sure you're signed up and know how to login since many providers are using these systems to schedule vaccines.

Questions?

Call Health Plan Services at 303-602-2116 (for Medicaid Choice), 303-602-2111 (for Medicare Advantage), 303-602-2100 (for Employer Group) or 303-602-2090 (for Exchange). You can also visit our website for the most up-to-date information:



denverhealthmedicalplan.org/covid



Low-Carb Coconut Macaroons

INGREDIENTS

3/4 cup – almond flour
1.5 cups – unsweetened coconut, shredded
1/4 cup – raw, organic honey
1/4 cup – coconut oil
2 teaspoons – vanilla extract
1 pinch – sea salt



DIRECTIONS

In a bowl, combine the flour and coconut. In a separate bowl, mix together the honey, oil, vanilla and salt until well-blended. Add the honey mixture to the dry ingredients and stir until combined. Preheat oven to 200 degrees F, and line a baking sheet with parchment paper. Using a rounded 'measuring' tablespoon, scoop the macaroon dough and place on the baking sheet. Repeat with the rest of the dough. Bake for 45 - 50 minutes. The outside should be dried out a bit and the inside should be soft and chewy. Allow the macaroons to sit for at least 15 minutes before transferring.

SAME-DAY CARE OPTIONS

If you need care today and can't get in to see your Primary Care Provider, we have options for you...



THE NURSELINE IS HERE TO HELP YOU.

Call **303-739-1261** and speak to a Denver Health nurse about your health concerns at **no cost to you**. Sometimes they can even call in a prescription for you. NurseLine nurses can help you decide the best plan to get the care you need, which may include any of the options below.



DISPATCHHEALTH WILL COME TO YOU.

DispatchHealth is our on-demand health care provider that can treat a range of injuries and illnesses in the comfort and convenience of your home (available 8 a.m. to 10 p.m., 365 days a year). Visit dispatchhealth.com, download the free app or call **303-500-1518**.



VISIT AN URGENT CARE CENTER.

Denver Health offers three Urgent Care centers. There are separate Pediatric (open 24/7) and Adult (open Mon.-Fri., 7 a.m. to 8 p.m. | Sat.-Sun., 8 a.m. to 7 p.m.) Urgent Care centers on its Main Campus at 777 Bannock St., as well as the Federico F. Peña Southwest Clinic for Pediatrics and Adults at 1339 Federal Blvd. (open Mon.-Fri., 9 a.m. to 8 p.m. | Sat.-Sun., 9 a.m. to 4 p.m., closed holidays) and the Downtown Urgent Care Clinic at 1545 California St. (open Mon.-Fri., 7 a.m. to 7 p.m. | Sat.-Sun., 9 a.m. to 5 p.m.). In addition, virtual Urgent Care is now available for Denver Health MyChart users.

Note: You can visit any urgent care center that is convenient for you. Your DHMP plan will cover you at any urgent care center, anywhere in the U.S.



EMERGENCY ROOM.

You can access 24/7 emergency care for both children and adults on the Denver Health Main Campus at 777 Bannock St. The Denver Health Pediatric Emergency Department is designed just for kids and is completely separate from the Adult Emergency Department.

Note: If you need emergency care, go to the nearest hospital or call 9-1-1. Your DHMP plan will cover you at any emergency room, anywhere in the U.S.

WHAT'S NEW WITH YOUR PHARMACY BENEFITS?

Your pharmacy benefits are updated many times over the course of the year. To see what's changed, visit denverhealthmedicalplan.org. Hover over *Current Members*, navigate to your plan's page, click *Pharmacy* and click either *Formulary Updates* (for Elevate Exchange, Medicaid Choice, CHP+ or Employer Group plans) or *Future Formulary Changes* (for Medicare Advantage). You will find a link to a PDF document that provides any changes in your plan's formulary, such as newly added drugs, newly added generics and more!

Your plan's webpage and formulary documents, called Formulary & Pharmacy Management (for Elevate Exchange or Employer Group plans), Formulary/Drug List (for Medicaid Choice and CHP+) or Formulary (for Medicare Advantage), provide:

- » A list of covered drugs, along with restrictions and preferences
- » Details on how to use the formulary and pharmaceutical management procedures
- » An explanation of limits or quotas
- » Details on how prescribing practitioners must provide information to support an exception request (non-urgent requests may be processed the next business day)
- » Your plan's process for generic substitution, therapeutic interchange and step-therapy protocols

WHY YOU SHOULD COMPLETE A HEALTH RISK ASSESSMENT



**DENVER HEALTH
MEDICAL PLAN** INC.

Medicare Advantage

If you are a Denver Health Medicare Choice (HMO D-SNP) or Denver Health Medicare Select (HMO) member, you will have an opportunity to participate in a Health Risk Assessment (HRA) each year!

Denver Health Medicare Advantage wants you to be healthy and feel good. By answering the questions on the HRA, we will identify your health risks and try to lower them. Each year, we will ask you to complete an HRA so we know if there were any changes in your health. This will also help us know if you need more help.

Your answers to these questions do not affect your insurance coverage and may be shared with your doctor. We can work with your doctor and health care team to try and improve your health.

We will call you to complete the HRA over the phone, or we may mail you the HRA. You can also call us to complete the HRA at 1-833-292-4893. TTY users should call 711.

WE'VE MOVED LOCATIONS: **ADULT URGENT CARE CENTER**



**DENVER
HEALTH™**

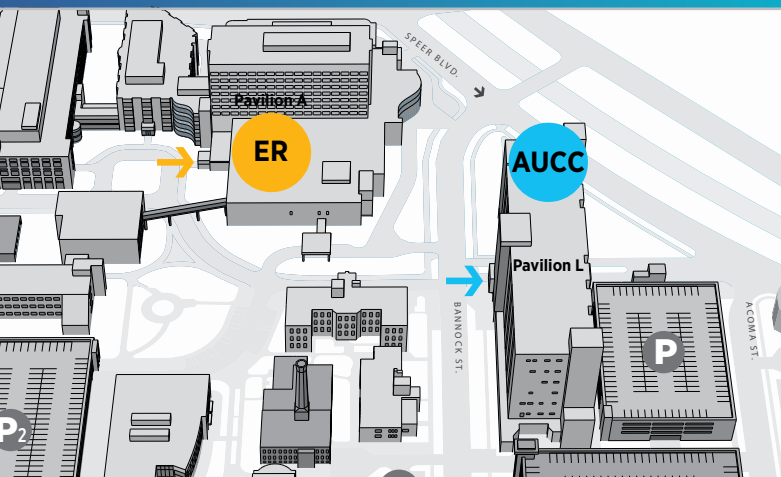
— est. 1860 —
FOR LIFE'S JOURNEY



DENVER HEALTH ADULT URGENT CARE CENTER

has moved into the new Outpatient
Medical Center at:

**660 N. Bannock St.
Pavilion L, North Side, 1st Floor
Denver, CO 80204**



**If your injury or illness is not an
emergency, urgent care is your
best option. We treat:**

- Minor fractures and sprains
- Severe colds, flu fevers
- Sinus and respiratory infections
- Coughs
- Asthma and allergic reactions
- Sore throats and earaches
- Minor bicycle, scooter and motor vehicle accidents
- Back, joint, muscle and abdominal pain
- Altitude sickness and heat exhaustion
- Bites and stings
- Gynecologic symptoms

AUCC is open 7 days a week.

Visit [DenverHealth.org/AUCC](https://denverhealth.org/AUCC)
to learn more about our new space.

HAVE YOU TRIED MEAL PLANNING?



1

MEAL PLAN LIKE A PRO

The very first step in meal planning is to determine which ingredients you already have that you need to use up. And the best place to start is your fridge — because that's where you'll find the foods most likely to expire. Then, move on to your pantry and freezer.

2

PLANNING MEALS THROUGHOUT THE WEEK

Once you've done an inventory of your kitchen, plan meals you can make throughout the week using these ingredients as well as fruits, veggies and other healthy foods you want to eat more of. A planning calendar or dry erase board can be quite helpful.

3

YOUR SHOPPING LIST

Make a list of what you need to pick up at the store, and be sure to include plenty of staples for your pantry, so you've always got a quick, easy meal on hand. To keep yourself from splurging on things you don't need, try to stick to your list and shop only once a week.

4

THE IMPORTANCE OF MEAL PREP

Prepping your meals not only saves time, but you'll more likely grab healthy choices on the go. Make a large recipe and freeze it whole or in individual servings for later. Or prep your ingredients so they're ready when you start cooking. Be sure to include veggies and fruits to snack on, and keep them within easy reach.

Sources:

<https://shelfcooking.com/how-to-meal-plan/>

<https://www.goodhousekeeping.com/food-recipes/a28377603/how-to-meal-prep/>

IMPORTANT PLAN INFORMATION



QUALITY IMPROVEMENT PROGRAM

Making sure our members get good care and help is the mission of Denver Health Medical Plan, Inc. (DHMP). To help in that effort, we have a Quality Improvement (QI) Program. The goal of the QI Program is to review how well we have done as your health plan, to compare this work to our goals and to learn how we can do better. Each year, we look at data on how we handle members' care, and then measure our work and progress against benchmarks used by the whole country.

The goal of our QI Program is to make sure you have:

- » The right to get good care
- » Programs that meet your needs
- » Help with lifelong sicknesses you have
- » Support when you need extra help, such as after a hospital stay
- » Care from high-quality doctors

You can find results for our QI Program on the DHMP website:

denverhealthmedicalplan.org/quality-improvement-program.

For more, you may email QI at DL_QualityImprovementDepartment@dhha.org.

BENEFIT MAXIMUMS

If you are using benefits such as outpatient therapy visits, durable medical equipment or chiropractic and are close to reaching your benefit maximum, contact Health Plan Services at 303-602-2100 to speak to a representative about any options you may have.

TRANSITION OF CARE

If you or your dependent is seeing a pediatrician and are ready to change to a General or Family practitioner, there are three ways to get help:

- » Call the Denver Health Appointment Center at 303-436-4949 to get help finding a new provider and making your first appointment
- » Use the online Provider Directory at denverhealthmedicalplan.org
- » Ask your provider for help with the transition



NOW OPEN: **OUTPATIENT MEDICAL CENTER**



**DENVER
HEALTH™**
— est. 1860 —
FOR LIFE'S JOURNEY



The nearly 300,000 square-foot Denver Health location is a one-stop shop for all your outpatient care needs.

The Outpatient Medical Center offerings include:

- Improved health access and high-quality care for patients;
- Greater convenience and additional parking, localized health services and pharmacy needs;
- Enhanced patient experience with state-of-art facility and equipment;
- Affordable health services

Visit [DenverHealth.org/OMC](https://denverhealth.org/OMC) to learn more about the offerings at the new Outpatient Medical Center.



**DENVER HEALTH
MEDICAL PLAN** INC.™

777 Bannock St., MC 6000
Denver, CO 80204

LARGE PRINT OR OTHER LANGUAGES:

If you need this newsletter in large print, in other formats or languages, read aloud, or need another copy, call 303-602-2116 or 1-800-700-8140. For TTY, call 711. Call Monday to Friday 8 a.m. to 5 p.m. at no cost to you. Si usted habla español, tenemos a su disposición servicios de asistencia, gratuitos, en su idioma. Llame al 1-800-700-8140 (State Relay 711).



A MESSAGE FROM OUR CEO

At DHMP, we believe in caring for you and your well-being. We know that this looks different for each and every person. Our teams are here to support you with different programs and outreach efforts.

One important part of well-being is getting the care you need. We are excited to see that Denver Health's new Outpatient Medical Center has opened its doors. This new state-of-the-art building centralizes many services that Denver Health offers, and we hope it provides opportunities for you to get the care you need. This new facility is in-network for all of our DHMP plans.

GREG MCCARTHY

Chief Executive Officer and Executive Director
Denver Health Medical Plan, Inc.

